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ABSTRACT

This codebook describes the data file used in a study which gathered data on 80 presearch interviews in seven medical libraries. The study was conducted (1) to identify verbal and nonverbal behaviors that facilitate, maintain, or impede information exchange in interviews between search intermediaries and library users requesting online bibliographic searches: (2) to identify tasks that are accomplished by the librarian to facilitate information exchange: and (3) to objectively code videotaped presearch interviews in terms of the extent to which those tasks were accomplished. Codes and frequency distributions are displayed for seven types of data: general information from the interview log form, special conditions, requester information, requester satisfaction measures, librarian satisfaction measures, task analysis, and librarian information. The data file described is stored in a Sharp/APL workspace on Syracuse University's IBM 370. (PM)

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CODEBOOK AND FREQUENCY DISTRIBUTIONS FOR QUANTIFIABLE DATA

BY

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March 7, 1980

A report of the Presearch Interview Project
(NLM Grant No. 1 R01 LM03074

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INTRODUCTION

The procedures, questionnaires, and interview schedules used in the project are described in detail in the Progress Report for the period May 1, 1980 through January 15, 1981. The data gathered were

1. General Information
2. Special Conditions
3. Requester Information
4. Requester Satisfaction Measures
5. Librarian Satisfaction Measures
6. Task Analysis
7. Librarian Information
8. Video Tapes of the Interviews
9. Audio Tapes of the Stimulated Recall Sessions

The first seven types of data in the above list are quantifiable. That data has been stored in an APL data file in the Syracuse University's IBM 370 digital computer. The data can thus be analyzed using statistical packages on either that computer or on Syracuse University's DEC-10 digital computer which is linked to the IBM 370. This report provides a description of how the data is stored and a frequency distribution for each of the variables. Responses to open ended task analysis questions are also listed. The video and audio tape data are not discussed in this report.

Technical note. The data file described herein is stored in a Sharp/APL workspace on Syracuse University's IBM 370. Sections I-V of the data are stored in the matrix "Newpip" with dimensions 82 rows (corresponding to interviews) by 50 columns (one for each variable). Sections VI and VII are stored in "Later" with dimensions 19 rows (corresponding to searchers) by 42 columns (one for each variable).

The matrices share a unique linking variable: The code for the librarian (variable 3, Newpip; variable 1, Inter). Institution code is also repeated (variable 2, Newpip; variable 42, Inter).

In order to protect the confidential nature of the data, the names of study participants are excluded from the data, although each librarian is coded with a unique identifier for data analysis.

Requests for copies of the data should be directed to the Principal Investigator. Further information regarding the data is available from J.A. Tessier, School of Information Studies, Syracuse University.

Overview to Codebook and Variables

Variable categories and question numbers from forms	Data Source	APL Matrix	Variable numbers in matrices and codebook
I. General Information 1-8	Interview Log Form	Newpip	1-8
II. Special Conditions 1-4	Interview Log Form	Newpip	9-12
III. Requester Information 1-8	Requester Information Form	Newpip	13-32
IV. Requester Satisfaction Measures 1-9	Requester Satisfaction Form	Newpip	33-41
V. Librarian Satisfaction Measures 1-9	Librarian Satisfaction Form	Newpip	42-50
VI. Task Analysis 1-31	Librarian Task Analysis Form	Inter	1-27
VII. Librarian Information 1-8	Librarian Information Form	Inter	28-42

CODEBOOK AND FREQUENCY DISTRIBUTION

I. GENERAL INFORMATION (From the Interview Log Form)

1. Case Number

Variable Number 1

RESPONSE	N	%
100-199	6	7.3
200-299	6	7.3
300-399	10	12.2
400-499	15	18.3
500-599	18	22
600-699	19	23.2
700-799	8	9.8
	82	100.0

2. Institution

Variable Number 2

RESPONSE	Code	N	%
Upstate Medical Center	1	6	7.3
Ellis Hospital	2	6	7.3
Veterans Administration Hospital	3	10	12.2
University of Illinois	4	15	18.3
Northwestern University	5	18	22
Hahnemann Medical College Library	6	19	23.2
New Rochelle	7	8	9.8
		82	100.0

3. Librarian

Variable Number 3

Code	N	%
RESPONSE		
1	5	6.1
2	1	1.2
3	6	7.3
4	3	3.7
5	1	1.2
6	1	1.2
7	3	3.7
8	1	1.2
9	1	1.2
10	5	6.1
11	3	3.7
12	2	2.4
13	2	2.4
14	3	3.7
15	8	9.8
16	10	12
17	16	20
18	3	3.7
19	8	9.8
	82	100.0

4. Length of Videotape (from range counter, beginning to end of interview)

	Variable Number 4	
	N	%
Length		
0- 25	0	0
25- 50	3	3.6
50- 75	9	11
75-100	7	8.54
100-125	9	11
125-150	4	4.88
150-175	2	2.44
175-200	5	6.1
200-225	5	6.1
225-250	6	7.32
250-275	5	6.1
275-300	2	2.44
300-325	0	0
325-350	4	4.88
350-375	4	4.88
375-400	3	3.66
400-425	3	3.66
425-450	1	1.22
450-475	2	2.44
475-500	1	1.22
500-525	2	2.44
525-550	1	1.22
550-575	1	1.22
575-600	1	1.22
600-625	0	0
625-650	0	0
650-675	0	0
675-700	0	0
700-725	0	0
725-750	2	2.44
750-775	0	0
775-800	0	0
800+	0	0
	82	

Mean: 239.4

Standard Deviation: 164.6

5. Case file includes stimulated recall with requester

	Variable Number 5		
	Code	N	%
RESPONSE			
No	0	15	18.3
Yes	1	67	81.7
		82	100.0

6. Case file includes stimulated recall with the librarian

	Variable Number 6		
	Code	N	%
RESPONSE			
No	0	50	61
Yes	1	32	39
			100

7. Interview took place at regular work place of librarian

	Variable Number 7		
	Code	N	%
RESPONSE			
No	0	18	22
Yes	1	64	78
		82	100

8. Was a presearch form used

	Variable Number 8		
	Code	N	%
RESPONSE			
No	0	19	23
Yes	1	63	77
		82	100

II. SPECIAL CONDITIONS

1. Was the user present for the online search?

Variable Number 9

	Code	N	%
RESPONSE			
No	0	69	84
Yes	1	13	16
		82	100

2. Was the search request discussed at some point before the stimulated recall session?

Variable Number 10

	Code	N	%
RESPONSE			
No	0	5	6.1
Yes	1	75	91.5
No response	99	2	2.4
		82	100.0

3. Did the user see the output prior to the stimulated recall session?

Variable Number 11

	Code	N	%
RESPONSE			
No	0	66	80.5
Yes	1	13	15.8
No response	99	3	3.7
		82	100.0

4. Was there a charge for the search?

Variable Number 12

	Code	N	%
RESPONSE			
No	0	48	58.5
Yes	1	34	41.5
		82	100.0

III. REQUESTER INFORMATION

1. Which one of the following BEST describes what you wanted when you requested this computer search? Check one:

	Variable Number 13		
	Code	N	%
RESPONSE			
a reference with a particular fact or piece of information	1	7	8.5
a few good references for background, perspective or overview	2	10	12.2
a representative set of references on the topic	3	9	11
a pretty thorough search of the topic	4	37	45.1
everything on the topic	5	13	15.8
verification that you had already found all the references on the topic	6	2	2.4
other. please describe	11	2	2.4
No response	99	2	2.4
		82	100.0

Multiple responses to question coded as second response, variable 14.

Second responses to question 1.

	Variable Number 14		
	Code	N	%
RESPONSE			
a pretty thorough search of the topic	4	2	2.4
verification that you had already found all the references on the topic	6	1	1.2
No response	99	79	96.3
		82	100.0

2. On the list below please mark your PRIMARY planned use for the information with a "1" and any secondary uses with a "2." Use one "1" and more than one "2" if appropriate.

See also Variable 21.

Variable Number 15

Research	Code	N	%
RESPONSE			
Primary	1	27	33
Secondary	2	16	19.5
No response	99	39	47.5
		82	100.0

Variable Number 16

Fulfilling academic requirements (coursework, thesis)	Code	N	%
RESPONSE			
Primary	1	16	19.5
Secondary	2	8	9.7
No response	99	58	70.7
		82	100.0

Variable Number 17

Preparing an article, book review or presentation	Code	N	%
RESPONSE			
Primary	1	12	14.6
Secondary	2	23	28
No response	99	47	57.3
		82	100.0

Variable Number 18

Teaching	Code	N	%
RESPONSE			
Primary	1	9	11
Secondary	2	12	14.6
No response	99	61	74.4
		82	100.0

Variable Number 19

Patient care or professional practice	Code	N	%
RESPONSE			
Primary	1	16	19.5
Secondary	2	21	25.6
No response	99	45	54.8
		82	100.0

Variable Number 20

Other. Please describe	Code	N	%
RESPONSE			
Primary	1	6	7.3
Secondary	2	1	1.2
No response	99	75	91.5
		82	100.0

2. Recoded, Primary use, marked 1

On the list below please mark your PRIMARY planned use for the information with a "1" and any secondary uses with a "2." Use one "1" and more than one "2" if appropriate.

Variable Number 21

	Code	N	%
RESPONSE			
research	1	27	32.9
fulfilling academic requirements (coursework, thesis)	2	14	17
preparing an article, book, review or presentation	3	10	12.2
teaching	4	9	11
patient care or professional practice	5	15	18.3
other. please describe	11	5	6.1
No response	99	2	2.4
		82	100.0

3. About how many citations do you expect to receive from this computer search?

Variable Number 22

	Code	N	%
RESPONSE			
Number expected		72	87.8
No response	99	10	12.2
		82	100.0

Summary by ranges

RESPONSE	N	%
0- 9	14	17.7
10-19	16	19.5
20-29	18	21.9
30-39	7	8.5
40-49	3	3.6
50-59	7	8.5
60-69	1	1.2
70-79	1	1.2
80-89	1	1.2
90-99	0	0
100	4	4.9
No response	10	12.2
	82	100.0

Mean of real number responses: 26.9

Standard deviation: 24.68

4. How many computer searches have you had done before this search, here or elsewhere?

	Variable Number 23		
	Code	N	%
RESPONSE			
0 searches before this one	0	22	26.8
1 search before this one	1	11	13.4
2-5 searches before this one	2	28	34.1
6 or more searches before this one	3	19	23.2
No response	99	2	2.4
		82	100.0

5. How would you describe your knowledge of the literature on the topic of this search?

	Variable Number 24		
	Code	N	%
RESPONSE			
this is a new field of literature to me	1	11	13.4
I have a little knowledge of the literature on the topic	2	20	24.4
I am somewhat knowledgeable about the literature on the topic	3	35	42.7
I am already quite knowledgeable about the literature on the topic	4	14	17.1
No response	99	2	2.4
		82	100.0

6. Please check your primary status: (See also Variables 26, 27 for multiple responses.)

	Variable Number 25		
	Code	N	%
RESPONSE			
Medical School faculty	1	16	19.5
Medical clinical faculty	2	2	2.4
Other faculty	3	4	4.9
Lecturer, instructor, teaching fellow, post graduate fellow	4	7	8.5
Physician	5	2	2.4
Medical staff (resident, intern)	6	4	4.9
Medical student	7	5	6.1
Graduate student	8	18	22
Undergraduate student	9	5	6.1
Administrator	10	3	3.7
Other. Please describe	11	14	17
No response	99	2	2.4
		82	100.0

For 2nd responses to question 6

	Variable Number 26		
	Code	N	%
RESPONSE			
Medical clinical faculty	2	1	1.2
Physician	5	2	2.4
Graduate student	8	1	1.2
Administrator	10	1	1.2
Other. Please describe	11	7	8.5
No response	99	70	85.3
		82	100.0

For 3rd responses to question 6

	Variable Number 27		
	Code	N	%
RESPONSE			
No response	99	82	100

Summary frequencies for Variables 25, 26, 27

	Code	N	% of 82
RESPONSE			
Medical School faculty	1	16	19.5
Medical clinical faculty	2	3	3.7
Other faculty	3	4	4.9
Lecturer, instructor, teaching fellow, post graduate fellow	4	7	8.5
Physician	5	4	4.9
Medical staff (resident, intern)	6	4	4.9
Medical student	7	5	6.1
Graduate student	8	19	23.2
Undergraduate student	9	5	6.1
Administrator	10	4	4.9
Other. Please describe	11	21	25.6
No response in any column	99	2	2.4
		94	114.0

7. Are your responsibilities primarily:
(See also Variable 29)

	Variable Number 28		
	Code	N	%
RESPONSE			
Academic	1	43	52.4
Clinical	2	26	31.7
Other. Please describe	11	11	13.4
No response	99	2	2.4
		82	100.0

For 2nd responses to question 7

	Variable Number 29		
	Code	N	%
RESPONSE			
Academic	1	0	0
Clinical	2	15	18.3
Other. Please describe	11	1	1.2
No response	99	66	80.5
		82	100.0

Summary frequencies for Variables 28 and 29

	Code	N	% of 82
RESPONSE			
Academic	1	43	52.4
Clinical	2	41	50
Other. Please describe	11	12	14.6
No response	99	2	2.4
		98	119.5%

8. Please indicate your academic discipline

	Variable Number 30		
	Code	N	%
RESPONSE			
Medicine	1	23	28
Nursing	2	13	15.8
Public Health	3	7	8.5
Other. Please describe	11	37	45
No response	99	2	2.4
		82	100.0

For 2nd responses to question 8

	Variable Number 31		
	Code	N	%
RESPONSE			
Other. Please describe	11	1	1.2
No response	99	81	98.8
		82	100.0

Summary frequencies for Variables 30 and 31

	Code	N	% of 82
RESPONSE			
Medicine	1	23	28
Nursing	2	13	15.8
Public Health	3	7	8.5
Other. Please describe	11	38	46
No response at all	99	2	2.4
		83	101.2%

Sex (coded from videotape and name)

	Variable Number 32		
	Code	N	%
RESPONSE			
Female	1	30	36.6
Male	2	52	63.4
		82	100.0

IV. REQUESTER SATISFACTION MEASURES

1. I enjoyed working with the search analyst.

Variable Number 33

Strongly Agree							Strongly Disagree	No response
Codes	7	6	5	4	3	2	1	99
N	44	27	4	6	0	0	0	1
%	54	33	4.9	7.3	0	0	0	1.2

Mean: 6.34

Median: 7

Standard deviation: .88

2. The interview was very helpful to me.

Variable Number 34

Strongly Agree							Strongly Disagree	No response
Codes	7	6	5	4	3	2	1	99
N	26	28	15	11	0	1	0	1
%	31.7	34.1	18.3	13.4	0	1.2	0	1.2

Mean: 5.81

Median: 6

Standard deviation: 1.101

3. I was very dissatisfied with the interview.

Variable Number 35

Strongly Agree							Strongly Disagree	No response
Codes:	1	2	3	4	5	6	7	99
N	1	1	0	1	3	12	63	1
%	1.2	1.2	0	1.2	3.6	14.6	76.8	1.2

Mean: 6.6

Median: 7

Standard deviation: 1.002

4. The search analyst understood my request when the interview was finished.

Variable Number 36

Strongly Agree							Strongly Disagree	No response
Codes:	7	6	5	4	3	2	1	99
N	49	25	5	1	0	0	1	1
%	59.7	30	6.1	1.2	0	0	1.2	1.2

Mean: 6.46

Median: 7

Standard deviation: .903

5. Generally, it was not a successful interview.

Variable Number 37

Strongly Agree							Strongly Disagree	No response
Codes:	1	2	3	4	5	6	7	99
N	1	0	0	2	0	18	60	1
%	1.2	0	0	2.4	0	21.9	73.2	1.2

Mean: 6.3

Median: 7

Standard deviation: .867

6. I expect the online search to be highly successful.

Variable Number 38

Strongly Agree							Strongly Disagree	No response
Codes:	7	6	5	4	3	2	1	99
N	24	33	12	4	4	4	0	1
%	29.2	40.2	14.6	4.9	4.9	4.9	0	1.2

Mean: 5.7

Median: 6

Standard deviation: 1.337

7. I felt ill-at-ease during the interview.

Variable Number 39

Strongly Agree							Strongly Disagree	No response
Codes:	1	2	3	4	5	6	7	99
N	3	1	3	2	2	23	47	1
%	3.6	1.2	3.6	2.4	2.4	28	57	1.2

Mean: 6.16

Median: 7

Standard deviation: 1.46

8. The search analyst understood my purpose for requesting a computer search.

Variable Number 40

Strongly Agree							Strongly Disagree	No response
Codes:	7	6	5	4	3	2	1	99
N	42	24	4	5	2	2	1	2
%	51.2	29.3	4.9	6.1	2.4	2.4	1.2	2.4

Mean: 6.11

Median: 7

Standard deviation: 1.32

9. The interview fell short of my expectations.

Variable Number 41

Strongly Agree							Strongly Disagree	No response
Codes:	1	2	3	4	5	6	7	99
N	0	4	0	6	5	21	44	2
%	0	4.9	0	7.3	6.1	25.6	53.7	2.4

Mean: 6.14

Median: 7

Standard deviation: 1.3

V. LIBRARIAN SATISFACTION MEASURES

1. I enjoyed working with the reqeuster

Variable Number 42

Strongly Agree _____:_____:_____ _____ _____:_____:_____ Strongly Disagree								No response
Codes:	7	6	5	4	3	2	1	99
N	41	22	13	5	0	1	0	0
%	50	26.8	15.9	6.1	0	1.2	0	0

Mean: 6.17

Median: 7

Standard deviation: 1.033

2. The interview was very helpful to me.

Variable Number 43

Strongly Agree _____:_____:_____ _____ _____:_____:_____ Strongly Disagree								No response
Codes:	7	6	5	4	3	2	1	99
N	34	25	13	8	1	1	0	0
%	41.5	30.5	15.9	9.8	1.2	1.2	0	0

Mean: 5.97

Median: 6

Standard deviation: 1.126

3. I was very dissatisfied with the interview.

Variable Number 44

Strongly Agree _____:_____:_____ _____ _____:_____:_____ Strongly Disagree								No response
Codes:	1	2	3	4	5	6	7	99
N	0	2	3	7	6	19	45	0
%	0	2.4	3.7	8.5	7.3	23	54.9	0

Mean: 6.097

Median: 7

Standard deviation: 1.29

4. I understood the request when the interview was finished.

Variable Number 45

Strongly Agree _____:_____:_____ _____ _____:_____:_____ Strongly Disagree								No response
Codes:	7	6	5	4	3	2	1	99
N	52	21	4	3	1	1	0	0
%	63.4	25.6	4.9	3.7	1.2	1.2	0	0

Mean: 6.426

Median: 7

Standard deviation: .976

5. Generally, it was not a successful interview.

Variable Number 46

Strongly Agree _____:_____:_____ _____ _____:_____:_____ Strongly Disagree								No response
Codes:	1	2	3	4	5	6	7	99
N	4	0	3	5	3	25	42	0
%	4.8	0	3.7	6.1	3.7	30.5	51.2	0

Mean: 6.0

Median: 7

Standard deviation: 1.53

6. I expect the online search to be highly successful

Variable Number 47

Strongly Agree _____:_____:_____ _____ _____:_____:_____ Strongly Disagree								No response
Codes:	7	6	5	4	3	2	1	99
N	28	26	16	6	2	3	1	0
%	34.1	31.7	19.5	7.3	2.4	3.7	1.2	0

Mean: 5.7

Median: 6

Standard deviation: 1.36

7. I felt ill-at-ease during the interview.

Variable Number 48

Strongly Agree							Strongly Disagree	No response
Codes:	1	2	3	4	5	6	7	99
N	2	7	8	8	6	12	39	0
%	2.4	8.5	9.6	9.6	7.3	14.6	47.6	0

Mean: 5.45

Median: 6

Standard deviation: 1.87

8. I understood the requester's purpose for a computer search.

Variable Number 49

Strongly Agree							Strongly Disagree	No response
Codes:	7	6	5	4	3	2	1	99
N	53	14	7	4	0	1	2	1
%	64.6	17	8.5	4.9	0	1.2	2.4	1.2

Mean: 6.29

Median: 7

Standard deviation: 1.29

9. The interview fell short of my expectations.

Variable Number 50

Strongly Agree							Strongly Disagree	No response
Codes:	1	2	3	4	5	6	7	
N	3	5	6	4	5	16	43	0
%	3.7	6.1	7.3	4.9	6.1	19.5	52.4	0

Mean: 5.719

Median: 7

Standard deviation: 1.8

VI. TASK ANALYSIS Matrix: Inter

Librarian Number
(coded same as Question 3, General information; Variable 3, Newpip)

Variable Number 1	
Codes	N
1-19	19

The following are tasks that may or may not be important for you to accomplish in the presearch interview. Please rate each task based on all of your experience conducting presearch interviews.

Choose one response for each item.

1. Must be accomplished in all interviews.
2. Must be accomplished in almost all interviews
3. Must be accomplished in some interviews.
4. Very seldom needs to be accomplished in interviews.
5. Never needs to be accomplished in interviews.

1. Clarify the initial description that the requester gives of his information need.

	Variable Number 2		
	Code	N	%
RESPONSES			
all	1	16	85
almost all	2	2	10
some	3	1	5
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 1.21
Median: 1
Standard deviation: .521

2. Find out why the requester needs the information.

	Variable Number 3		
	Code	N	%
RESPONSES			
all	1	1	5
almost all	2	6	32
some	3	11	58
very seldom	4	1	5
never	5	0	0
		19	100

Mean: 2.63
Median: 3
Standard deviation: .666

3. Find out how much information the requester needs.

	Variable Number 4		
	Code	N	%
RESPONSES			
all	1	9	47
almost all	2	4	21
some	3	6	36
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 1.84
Median: 2
Standard deviation: .874

4. Find out what information the requester already possesses.

	Variable Number 5		
	Code	N	%
RESPONSES			
all	1	1	5
almost all	2	6	32
some	3	11	58
very seldom	4	1	5
never	5	0	0
		19	100

Mean: 2.62
Median: 3
Standard deviation: .666

5. Establish the publishing years of interest to the requester.

	Variable Number 6		
	Code	N	%
RESPONSES			
all	1	14	74
almost all	2	4	21
some	3	1	5
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 1.32
Median: 1
Standard deviation: .567

6. Establish language limitations of the requester.

	Variable Number 7		
	Code	N	%
RESPONSES			
all	1	16	84
almost all	2	2	11
some	3	0	0
very seldom	4	1	5
never	5	0	0
		19	100

Mean: 1.26
Median: 1
Standard deviation: .714

7. Establish type of publication needed or wanted.

	Variable Number 8		
	Code	N	%
RESPONSES			
all	1	7	37
almost all	2	4	21
some	3	5	26
very seldom	4	3	16
never	5	0	0
		19	100

Mean: 2.2
Median: 2
Standard deviation: 1.1

8. Establish how soon the information is needed.

Variable Number 9

RESPONSES	Code	N	%
all	1	16	84
almost all	2	2	11
some	3	1	5
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 1.21
Median: 1
Standard deviation: .52

9. Determine the requester's previous library experience or library expertise.

Variable Number 10

RESPONSES	Code	N	%
all	1	0	0
almost all	2	2	11
some	3	8	42
very seldom	4	8	42
never	5	1	11
		19	100

Mean: 3.42
Median: 3
Standard deviation: .748

10. Discuss potential data bases with the requester.

Variable Number 11

RESPONSES	Code	N	%
all	1	4	21
almost all	2	5	26
some	3	10	53
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 2.32
Median: 3
Standard deviation: .798

11. Discuss potential search terms with the requester.

Variable Number 12

RESPONSES	Code	N	%
all	1	13	68
almost all	2	1	5
some	3	4	21
very seldom	4	1	5
never	5	0	0
		19	100

Mean: 1.63
Median: 1
Standard deviation: .98

12. Discuss the potential search strategy with the requester.

Variable Number 13

RESPONSES	Code	N	%
all	1	4	21
almost all	2	7	37
some	3	7	37
very seldom	4	1	5
never	5	0	0
		19	100

Mean: 2.26
Median: 2
Standard deviation: .848

13. Discuss the options of free text and controlled term searching.

Variable Number 14

RESPONSES	Code	N	%
all	1	0	0
almost all	2	4	21
some	3	13	68
very seldom	4	2	11
never	5	0	0
		19	100

Mean: 2.9
Median: 3
Standard deviation: .55

14. Discuss Boolean logic.

	Variable Number 15		
	Code	N	%
RESPONSES			
all	1	0	0
almost all	2	1	5
some	3	6	32
very seldom	4	10	53
never	5	2	11
		19	100

Mean: 3.7
Median: 4
Standard deviation: .73

15. Discuss fees or billing procedures

	Variable Number 16		
	Code	N	%
RESPONSES			
all	1	5	26
almost all	2	4	21
some	3	4	21
very seldom	4	1	5
never	5	5	26
		19	100

Mean: 2.84
Median: 3
Standard deviation: 1.53

16. Discuss print-out formats available.

	Variable Number 17		
	Code	N	%
RESPONSES			
all	1	2	11
almost all	2	0	0
some	3	13	68
very seldom	4	3	16
never	5	1	5
		19	100

Mean: 3.05
Median: 3
Standard deviation: .887

17. Make arrangements for or explain delivery of the results of the search to the requester.

	Variable Number 18		
	Code	N	%
RESPONSES			
all	1	8	42
almost all	2	5	26
some	3	4	21
very seldom	4	2	11
never	5	0	0
		19	100

Mean: 2
Median: 2
Standard deviation: 1.025

18. Arrange for an evaluation of the results of the search by the requester.

	Variable Number 19		
	Code	N	%
RESPONSES			
all	1	3	16
almost all	2	2	11
some	3	10	53
very seldom	4	3	16
never	5	1	5
		19	100

Mean: 2.84
Median: 3
Standard deviation: 1.04

19. Appear willing to help the requester

	Variable Number 20		
	Code	N	%
RESPONSES			
all	1	19	100
almost all	2	0	0
some	3	0	0
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 1
Median: 1
Standard deviation: 0

20. Give the requester a chance to express satisfaction or dissatisfaction.

	Variable Number 21		
	Code	N	%
RESPONSES			
all	1	15	79
almost all	2	1	5
some	3	2	11
very seldom	4	0	0
never	5	1	5
		19	100

Mean: 1.47
Median: 1
Standard deviation: 1.04

21. Give the requester a chance to ask questions.

	Variable Number 22		
	Code	N	%
RESPONSES			
all	1	17	90
almost all	2	1	5
some	3	1	5
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 1.16
Median: 1
Standard deviation: .488

22. Encourage the requester to return for additional assistance if necessary.

	Variable Number 23		
	Code	N	%
RESPONSES			
all	1	17	90
almost all	2	1	5
some	3	1	5
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 1.16
Median: 1
Standard deviation: .488

23. Appear interested in the requester's need for information and his intended use of it.

	Variable Number 24		
	Code	N	%
RESPONSES			
all	1	18	95
almost all	2	1	5
some	3	0	0
very seldom	4	0	0
never	5	0	0
		19	100

Mean: 1.05
Median: 1
Standard deviation: .22

24. Keep in overall control of the interview.

	Variable Number 25		
	Code	N	%
RESPONSES			
all	1	10	53
almost all	2	5	26
some	3	2	11
very seldom	4	2	11
never	5	0	0
		19	100

Mean: 1.79
Median: 1
Standard deviation: 1.0

25. Avoid unduly influencing the nature of the requester's information need.

	Variable Number 26		
	Code	N	%
RESPONSES			
all	1	13	68
almost all	2	2	11
some	3	3	16
very seldom	4	1	5
never	5	0	0
		19	100

Mean: 1.58
Median: 1
Standard deviation: .935

26-31. Please list other tasks that you feel you must accomplish in at least some interviews. Rate each one as you did those above.

Choose one response for each item.

1. Must be accomplished in all interviews.
2. Must be accomplished in almost all interviews.
3. Must be accomplished in some interviews.
4. Very seldom needs to be accomplished in interviews.
5. Never needs to be accomplished in interviews.

Variable Number 27

Code	N	%
RESPONSES		
Open;		
Any response at all	11	12	63
No response	99	7	37
		19	100

VII. LIBRARIAN INFORMATION

1. How many years of general reference experience do you have?

	Variable Number 28		
	Code	N	%
RESPONSES			
less than 1 year	1	3	16
1-5 years	2	9	47
more than 5 years	3	5	26
No response (not asked at Site 1)	99	2 19	11 100

Median: 2 (1-5 years)

2. About what percent of your work time do you spend on activities related to computer-based searching?_____%

	Variable Number 29	
Coded as real number.	N	%
RESPONSES		
0- 9	2	11
10-19	4	21
20-29	7	37
30-39	2	11
40-49	0	0
50-59	2	11
60-69	0	0
70-79	1	5
80-89	0	0
90-100	1 19	5 100

Mean: 28
Median: 20
Standard deviation: 23.14

3. About how many computer searches do you do each week, on the average? _____

Variable Number 30

Coded as real number.	N	%
RESPONSES		
0- 4	4	21
5- 9	4	21
10-14	7	37
:		
45-50	1	5
No response (99)	3	16
	19	100

Mean: 9.3 (N=16)
Median: 10
Standard deviation: 9.83

4. What training have you had for computer searching?

Variable Number 31

NLM Course	Code	N	%
RESPONSES			
Checked	1	7	37
No check	99	12	

Variable Number 32

On-the-job training	Code	N	%
RESPONSES			
Checked	1	15	79
No check	99	4	

Variable Number 33

Library school	Code	N	%
RESPONSES			
Checked	1	5	26
No check	99	14	

Variable Number 34

Other: _____	Code	N	%
RESPONSES			
Checked	1	4	21
No check	99	15	

5. How often do you attend update sessions?

Variable Number 35

RESPONSES	Code	N	%
more often than once a year	1	9	47
about once a year	2	7	37
less often than once a year	3	2	11
never	4	1	5
		19	100

6. How long have you been doing computer-based literature searching?

Variable Number 36

RESPONSES	Code	N	%
less than one year	1	3	16
about one year	2	4	21
about two years	3	6	32
about three years	4	1	5
more than three years	5	5	26
		19	100

Median: code 3 (about two years)

7. For each of the following, please circle your usual procedure.

a. The interview occurs in your office.

Variable Number 37

RESPONSES	Code	N	%
always	1	2	11
frequently	2	13	68
seldom	3	3	16
never	4	0	0
No response	99	1	5
		19	100

Mean: 2.05
Median: 2
Standard deviation: .52

b. The interview occurs in the user's work place.

	Variable Number 38		
	Code	N	%
RESPONSES			
always	1	0	0
frequently	2	2	11
seldom	3	4	21
never	4	13	68
		19	100

Mean: 3.6
Median: 4
Standard deviation: .67

c. The user is present when the search is run.

	Variable Number 39		
	Code	N	%
RESPONSES			
always	1	0	0
frequently	2	7	37
seldom	3	11	58
never	4	1	5
		19	100

Mean: 2.68
Median: 3
Standard deviation: .56

d. A search evaluation from the user is obtained.

	Variable Number 40		
	Code	N	%
RESPONSES			
always	1	1	5
frequently	2	2	11
seldom	3	10	53
never	4	6	32
		19	100

Mean: 3.1
Median: 3
Standard deviation: .79

8. Have you ever worked as a clinical librarian?

Variable Number 41

RESPONSES	Code	N	%
No	0	12	63
Yes	1	7	37
		19	100

Institution

(coded as for General Information, question 2, Institution; variable 2, Newpip)

Variable Number 42

Code	N	%
1	2	11
2	1	5
3	6	32
4	5	26
5	2	11
6	2	11
7	1	5
	19	100